



# OFFICE OF THE ASSESSOR COUNTY OF LOS ANGELES

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**RICK AUERBACH**  
ASSESSOR

September 7, 2007

The Honorable Board of Supervisors  
County of Los Angeles  
Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

## **NOTICE OF INTENT TO AMEND INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER FOR THE DEVELOPMENT OF THE ASSESSOR'S ASSESSMENT APPEALS BOARD TRACKING SYSTEM (ATS)**

This is to advise you of my intent to request Internal Services Department (ISD) to extend the term of ITSSMA Work Order 10-0155 with Pyramid Consulting Inc. This amendment will extend the term from October 31, 2007 to April 30, 2009 and increase the maximum Work Order amount from \$299,999 to \$600,000. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

### **BACKGROUND**

The Work Order originally executed January 12, 2006 through October 31, 2007 was bid and awarded to Pyramid Consulting Inc. to provide web development consulting services and to assist in developing a new Assessment Appeals Board Tracking System (ATS). This system will automate the process of exchanging information between the Office of the Assessor and the Assessment Appeals Board. The ATS will assist staff in tracking and reporting appeals cases in a more efficient manner. The ATS consists of four major modules:

- Module 1 - Interface With Board System
- Module 2 - Generate Reports
- Module 3 - Interface With Assessor Time and Volume Workflow System
- Module 4 – Case Tracking

The first two modules are completed, the third module is in the process of being completed, and the fourth module has not yet begun. The functionalities of the third and fourth modules are described below in the scope of work.

## **SCOPE OF WORK**

With the extension of this Work Order, on a time and materials basis the consultant will:

- continue the development of the AABS Tracking System;
- complete the development of Module 3, enabling the ATS to exchange data with the Assessor's Time & Volume database;
- develop Module 4, enabling staff to monitor and track all Assessment Appeals cases to completion; and
- complete System/User documentation and train Assessor Information Technology staff.

This is essential in order to provide the necessary technical support to maintain the application.

## **JUSTIFICATION**

At the beginning of the project, the Department had not planned adding Module 3. The idea and request to add this module evolved after the initial work order. This Module is needed to streamline the tracking of Assessment Appeals Board cases by automating production statistics that would be transmitted to the Assessor's Time and Volume Managerial Reporting System. Additionally, this Module will be instrumental in the tracking and reporting of one of the Department's Performance Measures. The hours in the original Work Order were not enough to complete the work, now that Module 3 was added. The extension of the Work Order with Pyramid Consulting Inc. is necessary to ensure completion of the department's ATS and to achieve the Department's strategic goal of providing service excellence. This will be the only amendment to this Work Order. The Department will use County staff to maintain the system.

ATS is critical to the department's mission and daily operations. ATS will enhance processing, increase productivity, assist department employees in preparing AABS cases for hearings, and provide quality service to the public. It is in keeping with one of the department's goals of maximizing productivity.

## **FISCAL IMPACT**

The hourly rate for this contractor will remain the same during the extended term. The increased cost of this amended Work Order will be \$300,001. This amount will be sufficient to complete the job. The existing Work Order amount to date is \$299,999 of which 98% of that has been spent. The funding for this Work Order is included in the 2007-08 Budget.

## CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. If no comment is received within two weeks, we will instruct ISD to proceed with the amendment. If there are any questions regarding this work order request, please have your staff contact Rick Mele, Director of Reengineering and Technology at (213) 974-9215.

Respectfully submitted,

*R. Perisi*  
*Rick Auerbach*

Rick Auerbach  
Assessor

Noted and Approved:

*Jon W. Fullinwider* / *for*

Jon W. Fullinwider  
Chief Information Officer

c: Director, Internal Services Department